AltiConsole™

Manual

MAX Communication Server
Release 6.5

7/2009 4502-0001-6.5

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CHAPTER 1

About AltiConsole

AltiConsole is an attendant console application for a client system or personal computer. It connects to MAX Communication Server ACC or MAX Communication Server ACM.

AltiConsole can simultaneously support up to 10 operators on the same MAXCS system. You must purchase an AltiConsole software license for the number of sessions you want to run.

AltiConsole provides the following call handling functions:

- Placing and answering calls
- Placing calls on hold
- Transferring calls (blind and supervised transfers)
- Transferring calls to voice mail
- Transferring calls to an auto attendant
- Conference calls (with up to six parties)
- Parking calls
- Accessing overhead paging (if available on your system)
- Viewing the call status of users on the system (*busy*, *DND*, and so on)

Installation

The client system must meet the following minimum requirements:

- IBM/PC AT compatible system
- 1 GHz CPU or above
- Microsoft Windows XP Professional / Vista Business Edition
- 30 MB Hard Drive Disk Space
- 256 MB RAM
- SVGA monitor (1024x768) with 256-color display, or better
- Keyboard and mouse

Pre-Installation Checklist

Before installing AltiConsole, make sure the following is done:

- The AltiConsole client should be connected to the AltiGen phone system over the LAN.
- MAXCS ACC or ACM Release 6.5 must be installed on the system to which the AltiConsole client is connected.
- The system administrator must configure the AltiConsole extension to enable **Multiple Call Waiting** as an Answering option, and configure the extension's **Busy Call Handling** and **No Answer Handling** as desired.
- The AltiConsole License Key must be enabled.
- Older client programs cannot be installed on the same PC running ACC/ACM 6.5 client programs.

Installing AltiConsole

1. Insert the MAX Communication Server Clients CD into the CD-ROM drive.
2. Run **Setup.exe** from the **AltiConsole** folder and follow the installation instructions as they appear on the screen.

Auto Upgrade

Each time you start up AltiConsole, a comparison is made with the version of MAXCS ACC/ACM that is running on the server. If updates were made on the server, and your version of AltiConsole is out-of-date, you are prompted for upgrade permission. If you automatically upgrade, the AltiConsole startup is terminated and a software upgrade session is started. Restart AltiConsole to run the newer version.

Note: For remote AltiConsole users outside the firewall, TCP port 10050 is required to be open to allow automatic upgrade. Automatic upgrade over the Internet requires the sending of 15 MB files over the WAN, which may take some time, to perform the automatic update.

Downgrade Procedure

1. Go to **Control Panel** > **Add/Remove Programs** and remove the AltiConsole 6.5 program and ALL OTHER 6.5 client applications (including MaxAgent, MaxCommunicator, MaxSupervisor, MaxOutlook, and CDR Search).
2. Reboot your system.
3. Go to "<local drive>:**Program Files\AltiGen\Shared Files**" and remove **AlpInterface.dll**.

   Note: The **AlpInterface** might be located under "\WinNT\System32\", "\Windows\System32\" or some other location. Use the **Search for Files and Folders** feature to locate and remove all **AlpInterface.dll** files from the system.
4. Install the AltiConsole software you had installed previously.

Getting Started

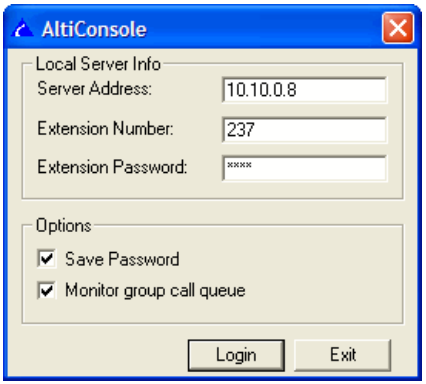
Start AltiConsole from the Microsoft Windows **Start** menu, by choosing **Start > All Programs > AltiConsole > AltiConsole 6.5**.

Note: For users running Windows XP SP3, a firewall protection Security Alert may pop up when opening the client login window. If this happens, click **Yes** to allow AltiConsole to run.

In order to run AltiConsole, the system server must be up and running. While the system is running, the data you see in your AltiConsole windows is refreshed and updated. If the system is stopped in the middle of an AltiConsole session, you will be prompted to close your session.

Logging In

When you log in, you are prompted for the following information. Fill in the fields, check the appropriate options, and click **Login**.



Local Server Info:

- **Server Address**—the IP address of your server
- **Extension Number**—your extension number.
- **Extension Password**—your extension password.

Note: Up to eight unsuccessful login attempts are allowed, after which login will be disabled for from 1 to 24 hours (depending on the duration set by your system administrator).

Options:

- **Save Password**—remembers your password for the next time you log in.
- **Monitor group call queue**—lets you see all calls in a group's queue, along with waiting times. You can then monitor queues for every group *you belong to*.

Note: Your logon information for the current session will be shown in the **Logon Info** tab of the **Setup** dialog box. See "Viewing Your Server, Extension, and Tenant ID" on page 33.

Note: If you have trouble logging in, check with your system administrator to be sure you are using a *physical* extension.

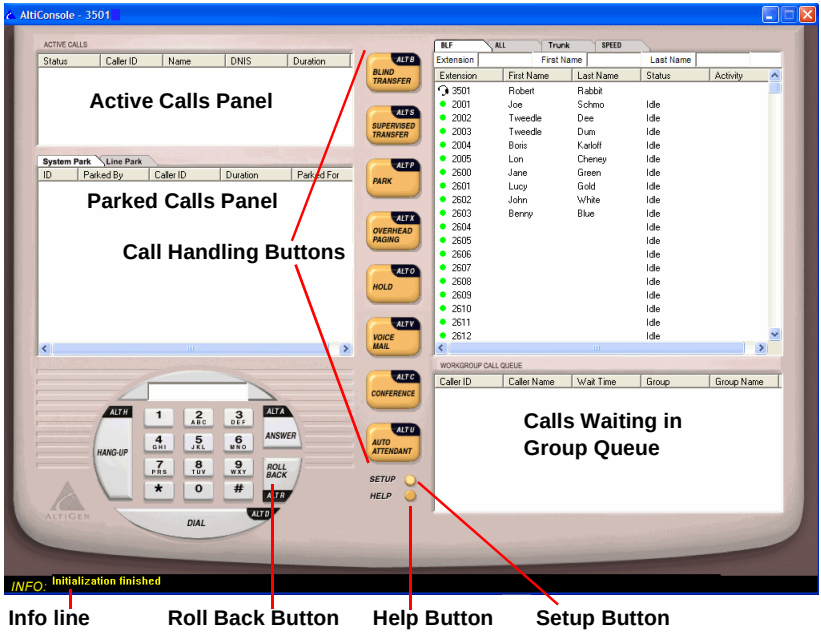
Other MAXCS Settings Apply to AltiConsole

If you have configured your extension settings by way of other MAXCS system applications such as MaxCommunicator, those settings apply when you run AltiConsole on your extension. For example, if you enable **Hands Free Manual Answer Mode** by pressing #82 or #81 on your telephone keypad (which allows you to answer calls leaving your phone off hook), that setting is active when you use AltiConsole.

The **Hands Free Manual Answer Mode** is one setting you'll probably want to use in a busy environment. See "Hands Free Handling" on page 17.

About the AltiConsole Main Window

When you start AltiConsole, the main window appears:



The main window contains the following displays and buttons:

- The **Title** bar displays your extension number.
- The **Info** line at the bottom left displays information on the current action or information about errors.
- A **message waiting indicator** (red circle) appears at the bottom right when a new message is waiting.
- The **Active Calls** panel shows the status and information about currently connected calls, including caller ID and DNIS information if available.

  If your system administrator has enabled multiple call waiting for your extension, this panel can hold up to 50 concurrent calls.

  Note: The call statuses shown in the status column in the Active Calls and other views are described on “Call Statuses” on page 13.

- The **Parked Calls** panel shows for whom the call is parked, who parked it, and the call park ID, a unique number assigned to each parked call that allows the user to pick up the right call.
- The **Dial Pad** provides answering and dialing functions. The Dial Pad is disabled in certain circumstances, for example, when you're connected to a call and haven't taken some action to place it on hold.
- The **Roll Back** button, unique to AltiConsole, has a "cancel and return" function. For example, clicking it will drop a Supervised Transfer or Conference Call attempt and reconnect the original call.
- The **Call Handling** buttons provide options such as conferencing, transferring, hold, and park.
- The **Setup** button opens the AltiConsole Setup dialog box, and the **Help** button opens online help.
- The right portion of the AltiConsole window shows a detailed view of different activities, each represented by a tab. These views are described in the subsequent sections.

  If AltiConsole is logged on with the **Monitor group call queue** option selected, it will also show a group waiting call queue in the lower right pane.

  Note: To be able to monitor a group queue, the Operator must be an agent and belong to the group.

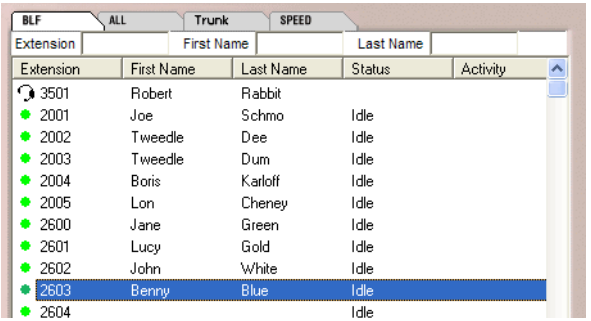
  You can pick up a workgroup queued call from the Group Call Queue window by clicking on the call or you can park your current call to accept the first available call in the group's queue. If you are a member of multiple groups, you can also specify which groups to monitor. For details, see "Group Setup" on page 36.

  Note: In order to use this feature, your system administrator must have checked the **Allow Agent to Pick up Call from Workgroup Queue** setting.

  You cannot pick up a hunt group call from AltiConsole.

Busy Lamp Field View (BLF tab)

The panel at the right side of the main window contains four tabs. The first tab is **BLF,** or **Busy Lamp Field**. This display lists only *physical* extensions in the MAXCS system.



You can sort by any of the columns by clicking the column heading.

You can enter data in the **Extension**, **First Name** or **Last Name** box (above the columns) to find a matching entry quickly.

In addition to the *extension* and *first name* and *last name* of the extension user, this list displays the *status* of calls (described in "Call Statuses" on page 13) and the *activity* state of the extension (described in "Activity States" on page 14).

At the left of each extension is a colored dot:

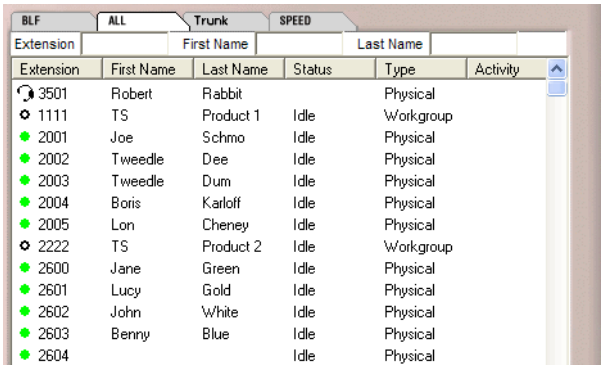
- A solid black dot means the extension is in a Do Not Disturb state.
- A solid green dot means the extension is Idle.
- A solid red dot means the extension is busy—off-hook, ringing, or on hold.
- A headset icon is beside the extension you are logged in to.

Notes

- Only the physical extensions in all monitored servers will show in the **BLF** page, while all physical and virtual extensions in all servers will show in the **ALL** page.
- The extensions in remote servers will be displayed in blue text, while local extensions show as black text.

All Extensions View (ALL tab)

The second tab in the panel at the right is **ALL**.



This panel view displays *all* extensions—physical, virtual, hunt group and workgroups—in the system.

In addition to the columns that are the same as that of the **BLF** tab described in the preceding subsection, an **Type** column displays the type of extension: Physical, Virtual, Huntgroup or Workgroup.

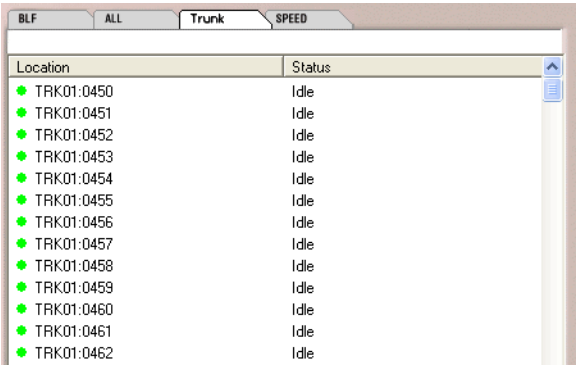
The **Extension** column shows a **black circle** next to the extension number for a huntgroup, workgroup and virtual extensions.

A headset appears in place of a dot to indicate your extension.

You can sort by any of the columns by clicking the column heading. You can also enter data in the **Extension**, **First Name** or **Last Name** box (above the columns) to find a matching entry quickly.

Trunk Status View (Trunk tab)

The third tab in the panel at the right is the **Trunk** tab.



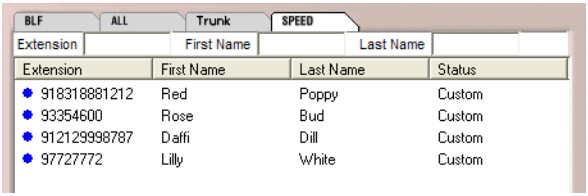
The Trunk view displays **Location** and **Status**. The *location* identifies the card ID and port (channel) number on the board. For example, in location 01:0450, the card ID is 01 and the port number is 0450. The statuses in the *Status* column are described in “Call Statuses” on page 13.

The dots at the left have the following meanings:

- A black circle means not ready.
- A solid green dot means idle.
- A solid red dot means the line is in use, off hook for some reason such as on hold, or in an error condition.

Speed Dial View (SPEED tab)

The last tab in the panel at the right is the **SPEED** tab.



If you entered speed dial numbers in the **Setup** configuration dialog box, the **SPEED** tab displays your list. You can use this list for speed dialing and speed transfers. See “Setting Speed Call List Entries” on page 33 for instructions on setting up speed dial numbers.

The **SPEED** tab displays **Extension**, **First Name**, **Last Name** and **Status**, and there is an additional dot indicator: a solid blue dot represents a custom speed dial number.

You can sort by any of the columns by clicking the column heading. You can also enter data in the **Extension**, **First Name** or **Last Name** box (above the columns) to find a matching entry quickly.

Call Statuses

The **Status** column appears in many of the AltiConsole panels. The call statuses and their dot indicators [in brackets] can be one of the following. Generally stated, red means the line is being used, and green means idle.

- **AA** (Auto Attendant) [a solid red dot]—a call being transferred to the auto attendant.
- **Busy** [a solid red dot]—the called party is busy.
- **Conferencing** [a solid red dot]—call participating in a conference call.
- **Connected** [a solid red dot]—a call that is connected to a call or extension.
- **Offhook** [a solid red dot]—the user's extension is off-hook.
- **Disconnect** [a solid red dot]—a call is disconnected.
- **DND** [a solid black dot]—Do Not Disturb, an extension that is not available to receive calls.
- **Error** [a solid red dot]—there is an error, usually with regard to the dialed number. You must hang up to clear this status.
- **Hold** [a solid red dot]—a call placed on hold by pressing the **Hold** button.
- **Hold Pending** [a red circle]—a call placed on "temporary" hold by pressing the flash key from the phoneset.
- **Idle** [a solid green dot]—an extension with no current activity and available to make or receive calls.
- **In Use** [a solid red dot]
  - — an extension that is busy or in an intermediate state (for example, during a transfer).
  - — an extension connected to a trunk that is not ready to serve.
- **Park** [a solid red dot]—a call that is parked, being parked or is in a Multiple Call Waiting queue.
- **Proceeding** [a solid red dot]—an extension setting up (dialing) a call.
- **Ringing** [a solid red dot]—an ***incoming*** call that is not yet answered.
- **Voice Answer** [a solid red dot]—a call transferred to or in an extension's voice mailbox.

Activity States

The states displayed in the **Activity** column in the **BLF** and **ALL** tabs correspond to the **Activity** settings configured in MaxAdministrator.

The first six activity codes are pre-configured as follows:

> **1** - System (uses system greeting), **2** - Personal (uses personal greeting), **3** - Meeting, **4** - Away from desk, **5** - Business Travel, **6** - Personal Time Off

The remaining three activity codes (**7**, **8**, **9**) can be customized by the system administrator. When the extension user selects an activity, the name of the activity is displayed in AltiConsole.

Keyboard Shortcuts

General Tips

- You can type extension or phone numbers using the keyboard number keys or the number pad.
- Once you are in any of the panel views, you can use the keyboard arrow keys to scroll through and select a desired call or extension.

Specific Keyboard Shortcuts

The limitations that apply to all calls also apply to these shortcuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

Call Handling Function/Button	Keyboard Short Cut	Number Pad Short Cut[1]
Hang-Up	Alt + h	.
Dial	Alt + d	Enter
Roll Back	Alt + r	-
Answer	Alt + a	+
Blind Transfer	Alt + b	/
Supervised Transfer	Alt + s	*
Park	Alt + p	
Overhead Paging	Alt + x	
Hold	Alt + o	
Voice Mail	Alt + v	
Conference	Alt + c	
Auto Attendant	Alt + u	
Clear Dialed Number	Delete	

1. To use the numeric keypad functions, the **Num Lock** must be on.

Mouse Shortcuts

You can use several mouse shortcuts. The limitations that apply to all calls also apply to these shortcuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

- Double-click an extension in any list of extensions to call that extension.
- Double-click an incoming call (**Ringing** status in the Active Calls list) to answer it.
- Double-click a call on hold (**Hold** status in the Active Calls list) to pick it up. You cannot pick up a call on hold while your phone is ringing.
- Double-click an incoming call to another extension to redirect it to your extension.
- While you're connected to a call, double-click another call to put the first call on hold and take the new one.
- If you double-click a call with the **Hold Pending** status, it is the same as clicking the **Roll Back** button. That is, this action cancels a Supervised Transfer attempt or a Conference attempt and reconnects you to the original call.
- Click a call in the **Group Call Queue** panel to answer the call.

Handling Calls

A General Procedure

In general, the steps in handling a call in AltiConsole are as follows:

1. Select the call. An incoming ringing call is already selected (highlighted) if it is the only call in the list.
2. Select the operation, such as Blind Transfer, Supervised Transfer, Voice Mail, and so on.
3. Select the destination (extension or outside number) you want to send the call to.
4. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination number in step 3 completes the action and eliminates the need for step 4. Some actions, such as conferencing, are somewhat more complex, and some actions need only two steps, such as Park and Hold.

Note: If you have configured AltiConsole to blind transfer using a single click, you need not select Blind Transfer. See “Blind Transfer” on page 21.

Hands Free Handling

You can perform basic functions such as dialing and answering in AltiConsole without having to pick up the phone. To do so, you must enable the **Hands Free Manual Answer Mode** (#82 or #81) for your extension. There are two different hands-free methods:

- The receiver can be off-hook and the speaker phone turned ON, or
- You can use a headset with the speaker phone OFF.

In the hands-free mode, you can answer calls using the **Answer** button or make a call using the **Dial** button, and you can use the keyboard shortcut equivalents.

If the hands-free mode is off and you try to answer a call using the **Answer** button, or if you try to place a call using the **Dial** button, AltiConsole will display a failure message in the **INFO** line.

Dialing

In the AltiConsole main window, you can dial as follows:

1. Type a number using the keyboard number keys or the numeric keypad, *or* click numbers on the dial pad, *or* select a number in one of the view panels (**BLF**, **ALL**, or **Speed**).
2. Click the **Dial** button, or press **Alt+d** or the **Enter** key on the keyboard.

The Double-Click Shortcut

If you're calling a number in one of the view panels (**BLF**, **ALL**, or **Speed**), just *double-click* the number.

If the call is to an outside number, enter the entire phone number, including the trunk access code and area code if necessary.

Answering Calls

You can answer a call simply by picking up the receiver. Use the **Answer** button or double-click to answer calls *without* picking up the phone. (You cannot answer a hunt group call using AltiConsole.)

Answering Calls without Using the Phone Hand Set

If it isn't already enabled, turn on the Hands Free Manual Answer Mode as discussed in "Hands Free Handling" on page 17.

- When you get a ring, click the **Answer** button or press **Alt+a** on the keyboard or the + key on the numeric keypad to answer the call through the speaker phone or headset.
- To answer a call with the **Ringing** status in the **Active Calls** list, double-click it.

Answering Calls when You're Already Connected

If you take a Ringing call in the Active Calls list by double-clicking it while you are already connected to a call, that call is placed on hold while you connect to the new call.

Answering Calls to Other Extensions

You can take calls that were going to another extension under certain conditions.

You can't take a call to another extension if you have calls other than Hold calls in the Active Calls list. You have to handle the pending calls first.

You can take the call if it shows a Ringing status.

Use the **Answer** button, **Alt+a,** and the numeric keypad + key can also pick up calls ringing to other extensions.

To pick up a ringing call on another extension:

1. Select the extension call in the **BLF/ALL/SPEED** panel view.
2. Click the **Answer** button or press **Alt+a** on the keyboard;

   or, just double-click the extension call you want to pick up.

Hanging Up

Use the **Hang-Up** button, or alternatively, **Alt+h**, to disconnect a call without having to place the phone back on-hook.

If you want to disconnect a call on hold, you must first select it in the **Active Calls** list and then click the **Hang-Up** button.

Hold and Hold Pending

You can place a call on hold in two different ways:

- Click the **Hold** button to put the call on hold until you click **Hold** again.
- Any time you use one of the other call handling functions such as Blind Transfer or Park, the call is put on **Hold Pending** until the call handling action is completed.
- A key difference between the types of Hold is that Hanging up will not disconnect a call on **Hold** but will disconnect a **Hold Pending** call.

You can only put a call on hold if you are Connected to it, and not while it is Ringing. Also, you cannot put active conference calls on hold, even if you are participating in the conference.

Calls on hold will ring back on your extension if they are not picked up within the timeout period set by your system administrator.

To place a call on hold:

While connected to a call, click the **Hold** button or press **Alt+o** on the keyboard.

The call is placed on hold, and the caller will hear music or recorded greetings (if it is configured by the system administrator) until it is picked up or you get a ring back.

To pick-up a call on hold:

The call must have a **Hold** status in the Active Calls list.

To pick up the call, double-click it in the Active Calls list, or select it and click the **Hold** button, or select it and press **Alt+o**.

Transferring Calls

Important: When the **Release IP Trunk Tie Link Automatically** check box is selected in the AltiConsole General setup, the **Blind Transfer** and **Supervised Transfer** buttons will send "**FLASH ***" to release a tie trunk if the incoming call is through an IP tie trunk. See page 32 for more details.

When You Can and Can't Transfer Calls

Transfer functions include blind and supervised transfers, transferring to an auto attendant, transferring to voice mail, and parking calls. These functions follow simple rules:

- With the exception of transferring to voice mail or auto attendant, the call being transferred must be **Connected** in the Active Calls list. If it's Ringing, double-click it, to connect to it.

  If there is no selection and there is no currently connected call, the first ringing call is selected.
- You *can* transfer **Connected** calls to voice mail or to an auto attendant.
- You *cannot* transfer calls with a **Hold** or **Hold Pending** status.
- You *cannot* transfer calls involved in a conference call, even if you are participating in the conference call.

Blind Transfer

Blind Transfer transfers an incoming call to an extension without your having to wait for the called party to answer. For limitations on this transfer, see the discussion, “When You Can and Can’t Transfer Calls” on page 20.

If you have selected **Single Click to Transfer** in the **Setup > General** tab (see “Setting AltiConsole Behavior, Overhead Paging, Auto Attendant” on page 31), you can select the extension to which you want to blind transfer a call, and then single-click the selected call. The call is transferred to the selected extension. If this feature is not enabled, follow the directions below.

To blind transfer a connected call:

1. Click the **Blind Transfer** button or press **Alt+b** on the keyboard.
2. Select the destination extension from one of the view panels (**BLF**/**ALL**/**SPEED**) by clicking it, or just enter the destination extension number in the Dial Pad.

   If the transfer is to an outside number, enter the trunk access code and the full number.

   To use *Centrex Transfer*, transfer the call using your desk set dial pad, or:

   a. Click the **Blind Transfer** button OR press **Alt+b** on the keyboard.

   b. Type “*”; then type the second party’s full outside number in the number field on the AltiConsole screen; then press the **Enter** key on the keyboard or the dial button on the AltiConsole screen.

   c. Now either click the hang-up button or wait to announce the caller and then click the hang-up button.

Supervised Transfer

Supervised Transfer allows you to transfer a call to another extension after checking if the called party at that extension wants to receive the call. For limitations on this transfer, see the discussion, “When You Can and Can’t Transfer Calls” on page 20.

To transfer a connected call:

1. Click the **Supervisor Transfer** button or press **Alt+s** on the keyboard.
2. Select the destination extension from one of the view panels (**BLF**/**ALL**/**SPEED**) by clicking it, or simply enter the destination extension number in the Dial Pad.

   If the transfer is to an outside number, enter the trunk access code and the full number.

   To use *Centrex Transfer*, transfer the call using your desk set dial pad.
3. Click the **Dial** button or press **Enter** on the keyboard.

   Note: Double-clicking the destination extension number at step 2 eliminates step 3.
4. After connecting to the destination party, verify that the person wants to accept the call, and depending on their response, do one of the following:
   - If **yes**, click the **Supervised Transfer** button or press **Alt+s** on the keyboard again to complete the transfer.
   - If **no**, click the **Roll Back** button or press **Alt+r** on the keyboard to cancel the transfer and return to the original caller.

Transfer to Auto Attendant

You can transfer a connected call to any auto attendant as follows.

This function can make use of the default auto attendant, which is described in “Configuring AltiConsole Settings” on page 31.

1. Select the Connected call in the **Active Calls list**.
2. Click the **Auto Attendant** button or press **Alt+u**.
3. If you want to transfer the call to the default auto attendant, skip to the next step. If the auto attendant ID you want is different from the default, enter it in the **Dial Pad**.
4. Click **Dial** or press **Enter** on the keyboard.

Transfer to Voice Mail

You can transfer a connected call to the voice mail of any extension. If you do not select an extension, the caller is transferred to your own voice mail.

1. Select the Connecting call in the Active Calls list.

   If you do not select a call and then proceed with these steps, the currently connected call is selected by default.

2. Click the **Voice Mail** button or press **Alt+v**.
3. Select the voice mailbox of the extension you want to transfer to. You can select the extension number from the **BLF** or **ALL** panel views or enter the number using the Dial Pad.
4. Click the **Dial** button or press **Enter** on the keyboard.

   Double-clicking the extension in step 3 eliminates this step.

To transfer users to their own AltiGen Voice Mail System voice mailboxes:

If a user calls in and wants to be transferred to their own voice mailbox, follow the "Transfer to Voice Mail" in the preceding subsection to transfer the user to their own voice mail.

System Call Park

System Call Park allows you to park a call at a public *location*. The system announces where the call is parked—a location number for an extension. After a timeout period expires without the call being answered, your extension is rung to let you know the call is still parked. The timeout period is set by your system administrator.

Up to 100 calls can be parked simultaneously using System Call Park.

On the phone set, System Call Park is performed by entering **FLASH #41**.

For limitations, see the discussion, "When You Can and Can't Transfer Calls" on page 20.

To park a connected call:

- When you have a connected call, double-click the **Park** button.

  The call will be parked.

  OR

- When you have a connected call, click the **Park** button (or **Alt+P** on the keyboard), then double-click on an extension in the panel at the right of the main window.

  The call will be parked and will show Park for the extension.

Parked calls ring back to you after a timeout period if a user does not pick up the call. The timeout period is set by your system administrator. Remember to notify users of their parked calls periodically.

To pick up a parked call:

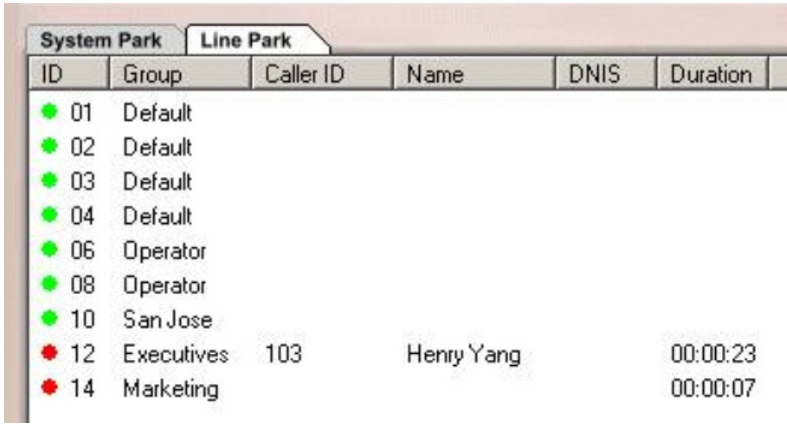
You cannot be currently connected to any other call when you pick up a parked call.

1. Select the parked call from the **Parked Calls** list.
2. Click the **Park** button or press **Alt+P** on the keyboard.

Note: Double-click the parked call in the **Parked Calls** list to immediately take the parked call.

Line Park

Line Park allows you to park a call at a Line Park group. Line Park groups are configured in MaxAdministrator, where they are also assigned to Groups. *All* Line Park groups, including *available* park lines and *occupied* park lines where an extension has parked a call, are shown in the Line Park panel. In the Line Park panel, each line displays the Group, Caller ID, Line Park name, DNIS, Duration and Line Park group status.



The dots at the left have the following meanings:

- A solid green dot means an available Park Line.
- A solid red dot means the Park Line currently has a parked call.

To line park a connected call:

- When you have a connected call, double-click a green **Line Park** group.

  The call will be parked.

Parked calls ring back to you after a timeout period if a user does not pick up the call. The timeout period is enabled and set by your system administrator. Remember to notify users of their parked calls periodically.

To pick up a line parked call:

You cannot be currently connected to any other call when you pick up a line parked call.

1. Select the parked call from the **Line Park** list.
2. Click the **Park** button or press **Alt+P** on the keyboard.

Note: Double-click the parked call in the **Line Park** list to immediately take the line parked call.

Conference Calls

AltiConsole can provide for a connection of up to six parties into a conference call.

While you are participating in a conference call, you cannot handle other incoming calls. You cannot mix AltiConsole conferencing with phone set conferencing in the same conference session.

To conference an outgoing call:

While connected to the first conference participant other than yourself:

1. Click the **Conference** button or press **Alt+c** to call the second party.
2. Select the second party's extension number from the **BLF/ALL/ SPEED** tab or enter the extension number using the **Dial Pad**.

   To add an outside caller to the conference call, enter the full phone number, including trunk access code and area code, if necessary, using the **Dial Pad**.
3. Click **Dial** or press **Enter** on the keyboard.

   Note: You can also add a party to the conference by double-clicking its extension in the **BLF/ALL/SPEED** tab. You don't need Steps 2 and 3.

4. After connecting with the second party and announcing the conference call, click the **Conference** button or press **Alt+c** to add the call to the conference.

   If the party does not want to join the conference call or is not available, click the **Roll Back** button or press **Alt+r** to cancel the operation.

5. Repeat the above steps for each party you want to add.

To conference an incoming call:

To add an incoming call to the conference call, click the **Conference** button or press **Alt+c** to add the call to the conference.

When conference members are reduced to two

When conference members are reduced to two, the conference bridge is released. The displayed state changes from “Conference” to “Connected” in AltiConsole. The call can then be transferred, parked, and otherwise handled as a regular two-party call.

Overhead Paging

If your system is set up with an overhead paging system, you can connect to it by clicking the **Overhead Paging** button. If your system is not set up with this function, the **Overhead Paging** button is dimmed.

You cannot answer a call while engaged in an overhead page, nor can you place the overhead page session on hold.

Also, you cannot use overhead page during a conference call or during a supervised transfer.

You must have **Offhook** status in order to connect to overhead paging.

Overhead paging options are configured in the Setup screen. See “Configuring AltiConsole Settings” on page 31.

To connect to the overhead paging:

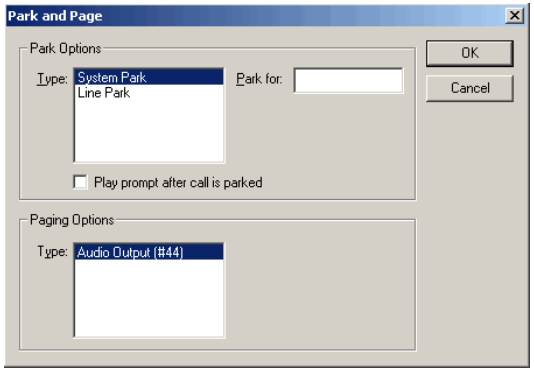
1. Click the **Overhead Paging** button.
2. Make your announcement.
3. Click the **Hang-Up** button to end the session.

Park and Page

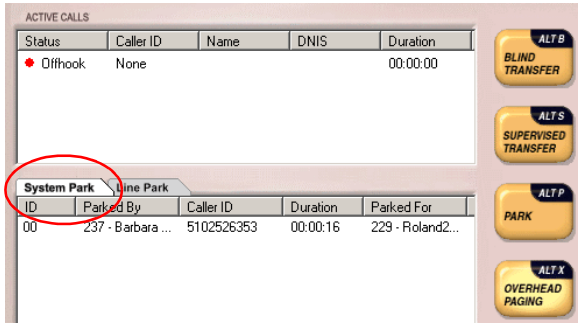
Park and Page lets you park a call and then page using just one button, the **Overhead Paging** button.

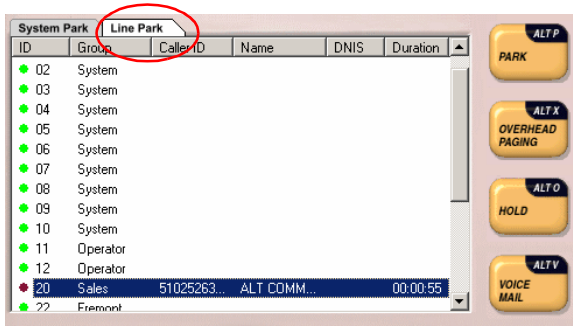
To park and page:

1. Click on the active call you want to park.
2. Click the **Overhead Paging** button. The Park and Page dialog box opens:



3. Choose **System Park** or **Line Park**.
4. Enter an extension number beside **Park For** if you're using System Park, or choose an **ID** if you're using Line Park. The console will show who the caller is parked for. (See next figures.)
5. Hang up and page.





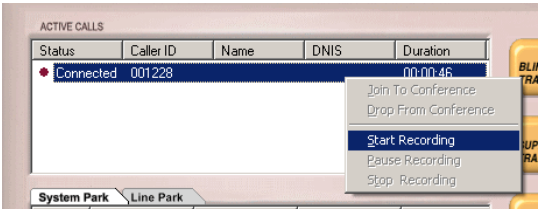
6. If no one picks up the call and you need to reconnect, while off-hook double-click the call.

Recording a Call

You can record a call from AltiConsole, if your extension is enabled to do so by the system administrator. The call may be recorded to your voice mail box or to a central location, depending on the setting for your extension (ask your system administrator). If recordings are delivered to your voice mail box, you can retrieve them the same way you retrieve any voice mail.

To record a call:

1. Right-click an active call, and choose **Start Recording**.



2. To pause or stop the recording, right-click and choose **Pause Recording** or **Stop Recording**.

CHAPTER 5

Configuring AltiConsole Settings

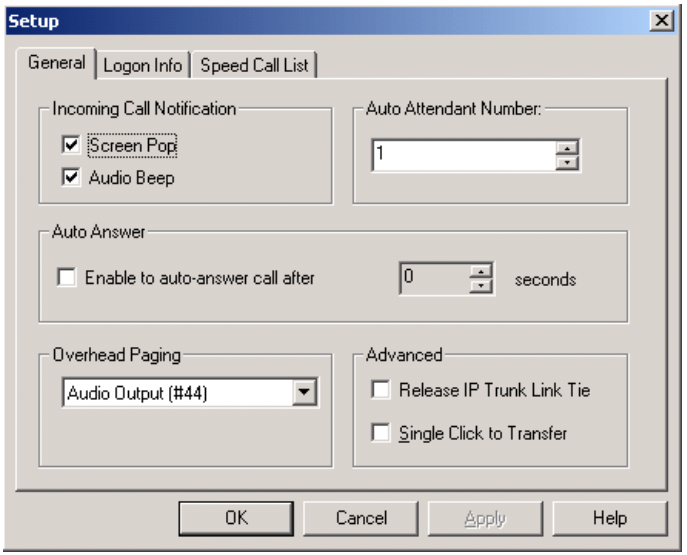
Click the **Setup** button at the bottom of the main window to open the Setup screen where you can set your extension number, the default auto attendant, audio and popup behavior, the overhead paging connection and method, and your speed dial numbers.

If you are a member of a hunt group/workgroup or of multiple groups, and you checked **Monitor group call queue** in the AltiConsole login dialog box, a **Group** tab also appears in the Setup screen. If you are an Operator or member of an Operator workgroup, a **BLF List** tab appears.

In these windows, you can save your changes by clicking **OK**.

Setting AltiConsole Behavior, Overhead Paging, Auto Attendant

The first tab in the Setup screen is the **General** tab:



On this tab, you can configure incoming call notification, overhead paging, which auto attendant to use, and whether to allow auto answer and auto release of an IP trunk link tie.

- Select the **Screen Pop** check box to have AltiConsole pop up when a call comes in to your extension.
- Select the **Audio Beep** check box to hear a beep when a call comes in to your extension.
- Select the Auto Attendant number to which callers will be sent when you transfer a call to the Auto Attendant.

  You can transfer individual calls to auto attendants other than this default, as described in "Transfer to Auto Attendant" on page 22.
- **Auto Answer** - to have AltiConsole automatically answer calls, check the **Enable to auto answer call after** check box and click the arrow buttons to select the number of seconds (0-30).
- For overhead paging, select one of the following options:

  — **Audio Output** (the same as pressing **#44** on the phone pad)

  — **Trunk Paging** (the same as pressing **#45** on the phone pad). If you select a trunk line, use the drop-down list to select the trunk to be used for the overhead paging.

  — **IP Group Paging** (the same as pressing **#46** on the phone pad).

  — **Station Paging**

  Note: Check with your system administrator about the correct settings for overhead paging options in AltiConsole.
- Select the **Release IP Trunk Link Tie** check box to have the **Transfer** button send "FLASH *" to release a tie trunk if the incoming call is through an IP trunk. (Disabled by default.)

  Important: Before checking this check box, see your phone system administrator. If your company is using multiple systems and the tie trunk feature, the administrator **needs to have used Enterprise Manager to synchronize the systems**. Otherwise this feature *will not work.*

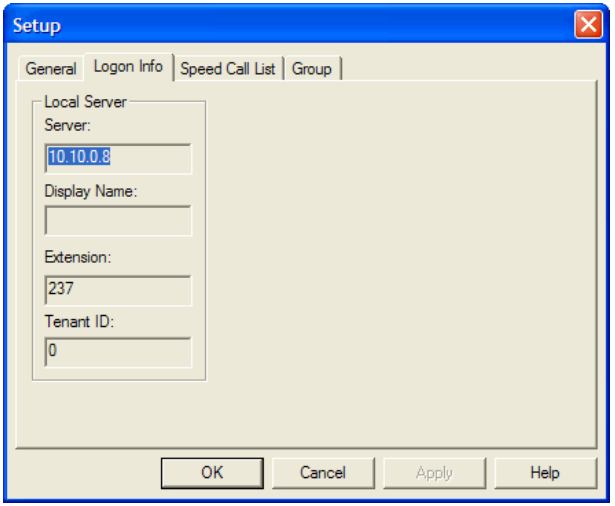
  Note: The call to be transferred *must* originate from an AltiGen PBX system running 5.0 or later.

- Select **Single Click to Transfer** to be able to transfer a highlighted call using a single click. With this option enabled, when you highlight an extension and then single-click the call (or double-click any call), the highlighted call in the Active Calls list is blind transferred to this extension.

Viewing Your Server, Extension, and Tenant ID

Click the **Logon Info** tab to view the server, extension, and tenant ID you are using.

The server and extension are those entered in the AltiConsole login dialog box for this session. The tenant ID of your extension is set by your system administrator.

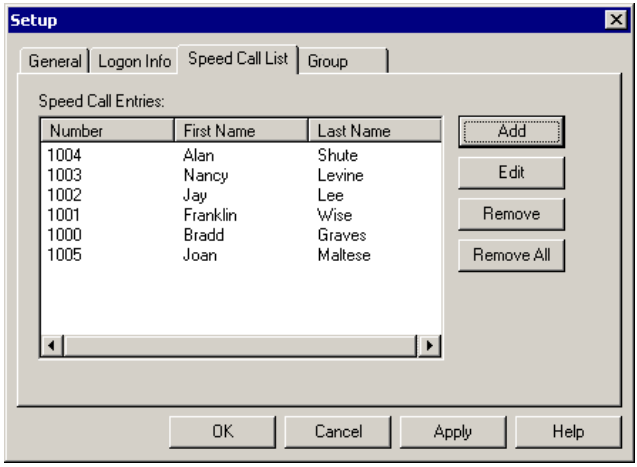


AltiConsole remembers these settings the next time you run it.

Setting Speed Call List Entries

Click the **Speed Call List** tab to work on Speed Call entries. This is the list that appears in the **SPEED** tab, described in “Speed Dial View (SPEED tab)” on page 12—you can dial or transfer to these frequently used numbers with a click of a button.

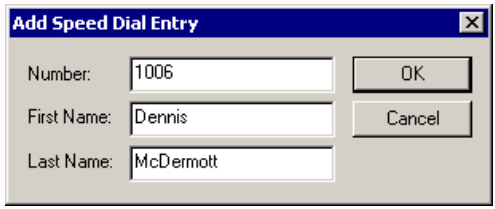
.



To add a number:

1. Click the **Add** button in the Speed Call List tab. The Add Speed Dial Entry dialog box opens:

   .

2. Enter the phone number, first name, and last name of the user, workgroup, or external contact.

   Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, and so on.

   The **First Name** and **Last Name** are optional; they can help you identify the entry. If your system administrator has configured the system with these names, they will appear automatically in the Speed Call Entries list after you click **OK.**

3. Click **OK**.

To edit a number:

1. Select the number in the Speed Call List tab and click the **Edit** button (or double-click the entry).
2. Modify as needed.

   Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, and so on.
3. Click **OK**.

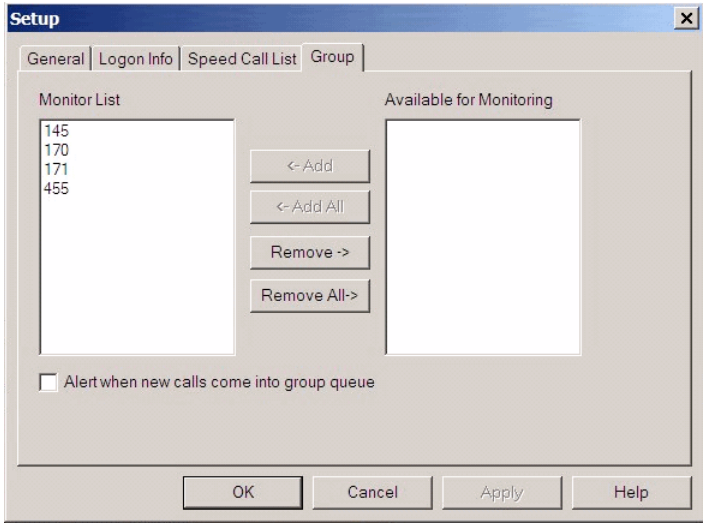
To remove numbers:

- To delete one number, select the number in the Speed Call List tab, click the **Remove** button and confirm your decision.
- To delete all the numbers—that is, to clear the list—click the **Remove All** button and confirm your decision.

Group Setup

If you are a member of a hunt group/workgroup or of multiple groups, you can specify which groups to monitor, and whether AltiConsole should notify you when calls come into a monitored group's queue.

Note: The **Group** tab is displayed only if you selected the "Monitor group call queue" option at login.



To specify group call queues to monitor:

In the **Available for Monitoring** list, highlight the group number whose queue you want to monitor and click **Add** (or **Add All** for all group numbers). Groups you add are placed in the **Monitor List.**

Queued calls for the groups in the **Monitor List** will appear in your AltiConsole main window; queued calls for the groups in the **Available for Monitoring** list will not appear in your AltiConsole main window, even though you are a member of that group.

To remove group call queues from the monitor list:

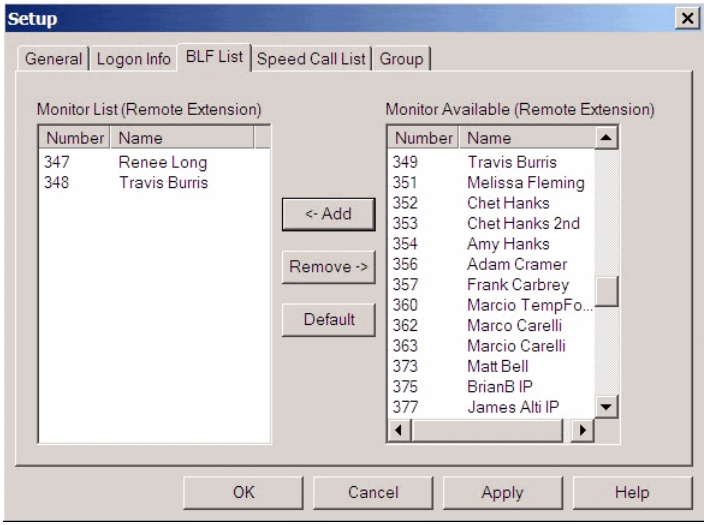
In the **Monitor** list, highlight the group number whose queue you don't want to monitor and click **Remove** (or **Remove All** for all workgroups). The group number is moved back to the **Available for Monitoring** list**.**

To have AltiConsole alert you when a call comes into a group queue:

- Check this option at the bottom of the **Group** tab. Only calls coming into the groups in the **Monitor List** will cause AltiConsole to alert you, via a screen pop and a beep. Requires configuration of screen popup or Audio beep on the **General** tab.

BLF List Setup

If you are an Operator or member of an Operator workgroup, you have access to the **BLF List** tab where you can choose remote extensions to monitor.



To choose a remote extension to monitor, select it in the **Monitor Available** list and click the **Add** button. The extension number is moved to the **Monitor List**.

To remove an extension from the **Monitor List**, select it and click the **Remove** button. It is moved back to the **Monitor Available** list. You can multi-select by using the Ctrl or Shift keys.

To move all extensions in the **Monitor List** back to the **Monitor Available** list, click the **Default** button.

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